



Permanent Career Opportunity



POSITION: Retirement Services Analyst 2
LOCATION: Tumwater, Washington
RECRUITMENT #: NB00000643
OPENS: November 27, 2006
CLOSES: Open Continuously

The Department of Retirement Systems is recruiting for future permanent and temporary openings in its Retirement Services Division.

About DRS

The [Department of Retirement Systems](#) is an umbrella organization responsible for administering seven public retirement systems and the Deferred Compensation Program for public employees in the state. DRS services directly affect over 400,000 members and participants, 142,000 retirees, and over 1,270 employers.

We employ more than 250 staff in areas such as: retirement services, information services, accounting and fiscal, and office/clerical support. We also employ management and supervisory professionals.

Our environment is dynamic, customer-focused and technologically savvy. We support a range of training and development opportunities, particularly those that prepare employees for career advancement and contribute to the quality of working life.

In our core operational team, these journey-level position are responsible for providing excellent customer service over the telephone, via correspondence, and in person to members and retirees of the systems and plans administered by DRS. Communicates all facets of DRS covered plans, including explaining technical rules, laws and processes to members, retirees, and other interested persons. Specific examples of work activities include calculating retirement benefits; reviewing, investigating, and analyzing account information to determine accuracy; and reviewing membership/retirement eligibility to determine and calculate member and survivor benefits.

Incumbents in these positions are expected to exhibit professionalism in all interactions with internal and external customers and to effectively manage customer caseload and workload deadlines in a fast-paced and high-production environment. These positions require significant amounts of time using a personal computer and communicating with customers over the telephone.

Why work at DRS?

DRS is centrally located in Tumwater, part of the Olympia/Tumwater/Lacey tri-city area on the southernmost tip of Puget Sound. It is a community rich in history, culture and natural beauty, blending a thriving city that is home to the state capitol with a friendly, small town atmosphere.

At DRS, we offer:

- A diverse, professional working environment;
- Opportunities for training, growth and advancement;
- Tuition reimbursement;
- A comprehensive benefits package;
- Membership in the Public Employees' Retirement System; and
- Opportunities to participate in the Deferred Compensation and Dependent Care Assistance Programs.

Desirable Qualifications

Successful candidates will demonstrate, through post-secondary education and/or work experience, proficiency in the following competencies:

- Reading, understanding, interpreting, and explaining complex laws and regulations;
- Managing workloads by effectively organizing and prioritizing multiple assignments to produce work products that are accurate, thorough, and on time;
- Attention to detail;
- Mathematical reasoning, including understanding how numbers are related, combined, and estimated and accurately performing addition, subtraction, multiplication, and division;
- Analyzing documents to identify key facts and determine when the information must be supplemented with additional or verifying information; and
- Verbal and written communication, including the ability to convey information in writing and through the spoken word using language that is appropriate to both the complexity of the topic and the knowledge and understanding of the client.

Compensation

\$2,712 - \$3,450 per month, depending on qualifications. The State of Washington offers a comprehensive benefits package, including health, dental, life and long-term disability insurance; vacation, sick, military and civil leave; 11 paid holidays per year; a state retirement plan; and optional credit unions, savings bonds, and a Deferred Compensation Program.

The Washington State Department of Retirement Systems is an equal opportunity employer. Women, racial and ethnic minorities, persons of disability, persons over 40 years of age, and disabled and Vietnam era veterans are encouraged to apply. Persons of disability needing assistance in the application process, or those needing this announcement in an alternate format, may call the Human Resources Office at (360) 664-7020 or TTY (360) 586-5460.

How to Apply

Interested applicants who meet the competencies identified in this announcement are invited to apply for consideration by:

- Interested applicants who meet the qualifications and competencies listed in this announcement are invited to apply for consideration by applying for this position using careers.wa.gov. This recruitment can be found by searching for recruitment number ***643***, **AND**
- Submitting a letter of interest along with your completed on-line application.

All application materials will be screened to determine who will participate in the assessment and interview processes.